**23. Fire Safety**

**Policy**

All employees of My Support and Care Services Ltd will have core training in the area of fire safety. This will take place as soon as there are numbers that make this viable and in any case within six months of employment.

All staff will refresh their training at intervals of not more than 3 years.

It is My Support and Care Services Ltd role to ensure that the people we support are empowered to prevent risks of fire and know the procedures to follow in the event of a fire.

The service manager will produce relevant procedures and risk assessments with regards to the fire safety for staff and Customers alike

**Procedures**

Due to the nature of our service, in most cases a member of staff will not always be present in the homes of those Customers we support; therefore it is essential that all staff and Customers are aware of the following procedures in the event of a fire or the alarms sounding in their home.

***Alarms Sounding***

*Customers:*

* If it is safe to do so call a member of staff
* Evacuate the building immediately or where appropriate follow instructions from the warden.
* Meet at the ‘fire assembly point’ and seek assistance to call support staff if they have not already done so.

*Staff:*

* On receiving a call informing you that the alarms are sounding you should clarify whether the emergency services have already been called, if not dial 999 and ask for the fire service
* Give the address of the property and location details / access to the property
* Explain the tenants are vulnerable adults
* Indicate how many tenants reside in the property
* Inform them of Customers whereabouts if possible
* Attend the property as soon as possible to support the Customers

***Discovering a Fire***

*Customers:*

* Raise the alarm if it safe to do so by shouting ‘*FIRE!’* to alert any other Customers
* Evacuate the building immediately
* Meet at the ‘fire assembly point’ and seek assistance to call 999
* Call support staff

*Staff:*

* On receiving a call informing you that a fire has been discovered you should clarify if the emergency services have been called, if not then dial 999 and ask for the fire service.
* Give the address of the property and location details / access to the property
* Explain the tenants are vulnerable adults and have a learning disability and / or physical disability
* Indicate how many tenants reside in the property
* Inform them of Customers whereabouts if possible
* Attend the property as soon as possible to support the Customers

**Guidance**

These procedures should be discussed with Customers on a frequent basis; this can be undertaken and recorded in the form of:

* Informal discussion (as individuals or group)
* Monthly link sessions
* House meetings / Customer meetings
* Regular practice fire evacuations (monthly and recorded on ‘fire records’ sheet)

Customers should be discouraged from attempting to distinguish a fire.

Staff should refer to the ‘*prevention of fire’* risk assessment.